BISSELL®

Experts In Home Cleaning™

POWER groom™ COMPACT

USER'S GUIDE

13G4 SERIES 220–240V

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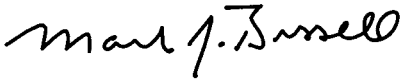
Thanks for buying a BISSELL PowerGroom™ Compact Cyclonic

We're glad you purchased a BISSELL PowerGroom Compact Dual Cyclonic vacuum. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system.

Your BISSELL PowerGroom Compact Cyclonic vacuum is well made, and we back it with a limited one year warranty. We also stand behind it with a knowledgeable, dedicated Consumer Services department, so, should you ever have a problem, you'll receive fast, considerate assistance.

My great-grandfather invented the floor sweeper in 1876. Today, BISSELL is a global leader in the design, manufacture, and service of high quality homecare products like your BISSELL PowerGroom Compact Cyclonic vacuum.

Thanks again, from all of us at BISSELL.



Mark J. Bissell
Chairman, President & CEO

IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should be observed, including the following:

READ ALL INSTRUCTIONS BEFORE USING YOUR UPRIGHT VACUUM.

⚠ WARNING: To reduce the risk of fire, electric shock, or injury:

- Do not use outdoors or on wet surfaces.
- Do not leave machine when it is plugged in.
- Do not use with damaged cord or plug.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service agent.
- Do not pull or carry by cord, use cord as a handle, close door on cord, pull cord around sharp corners or edges, run appliance over cord, or expose cord to heated surfaces.
- Do not unplug by pulling on cord. Unplug by grasping plug.
- Do not handle plug or appliance with wet hands.
- Do not expose hair, loose clothing, fingers or body parts to openings or moving parts.
- Do not pick up hot or burning objects such as cigarettes, matches, or hot ashes.
- Do not pick up flammable or combustible materials (lighter fluid, petrol, kerosene, etc.) or use in the presence of explosive liquids or vapour.
- Do not use appliance in an enclosed space filled with vapours given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapours.
- Not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety
- Young children should be supervised to ensure that they do not play with the appliance.
- Remove plug from electrical outlet before cleaning or maintaining the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid a hazard.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, petrol, etc.).
- Do not allow to be used as a toy.
- Do not use for any purpose other than described in this User's Guide.
- Use only manufacturer's recommended attachments.
- Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep appliance on a level surface.
- Turn off all controls before unplugging.
- Be extra careful when cleaning stairs.
- This appliance is provided with double insulation. Use only identical replacement parts.
- Do not use without the dirt container and filters in place.
- Pay close attention when working around children.
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.

SAVE THESE INSTRUCTIONS FOR FUTURE USE

This model is for household use only.

IMPORTANT

FOR OPERATION ON A 220-240 VOLT A.C. 50/60 Hz POWER SUPPLY ONLY.

If your appliance is fitted with a nonrewireable BS 1363 plug it must not be used unless a 13 amp (ASTA approved to BS 1362) fuse is fitted in the carrier contained in the plug. (Spares may be obtained from your BISSELL supplier). If for any reason the plug is cut off, it must be disposed of, as it is an electric shock hazard should it be inserted into a mains socket.

Product view

⚠ CAUTION:

Do not plug in your vacuum cleaner until you are familiar with all instructions and operating procedures.

*The Filter Media, not the vacuum as a whole, complies with the High Efficiency Particulate Air (HEPA) filter specification (EN 1822-1:2009).

Assembly

The only tool you'll need to assemble your vacuum is a screwdriver.

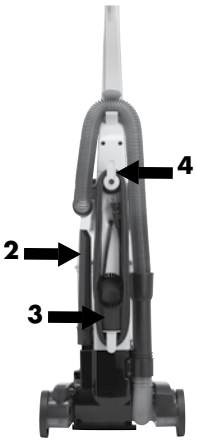
Attach handle to vacuum

1. Locate the vacuum handle and remove the screw packet taped to the handle.
2. Stand the vacuum upright and from the rear of the unit, slide the base of the handle firmly into the grooves at the top of the vacuum body.
3. Ensure the handle fits firmly to the vacuum body. If there are any gaps, continue to push firmly until the handle is secure.
4. Insert the provided screw into the existing hole, attaching the handle to the body of the vacuum. Tighten securely with a screwdriver.

Attach vacuum hose and tools

1. Slide the end of the hose into the hose wand base. Snap the hose into the hose clip.

   Note: The vacuum will not operate effectively unless the hose is firmly attached in the hose wand base.
2. Place the crevice tool on the storage clip on the left side of the tank.
3. Place the dusting brush on the storage clip located on the lower cord wrap.
4. Wrap power cord around cord wraps.



Operations

Power Switch

The power switch is located on the left side of the vacuum. Push the rocker switch "ON" (I) to vacuum, and "OFF" (O) when cleaning is complete.

⚠ CAUTION:

Before using your vacuum, make sure that the dirt container is in locked position and that all filters (inner circular, outer circular, pre-motor and post-motor) are in place. Do not operate your vacuum without these filters.

Handle position

Press the handle release pedal, located on the lower left side of the vacuum, with your foot to place your vacuum into one of three cleaning positions.

1. **Upright-** For storage and above floor cleaning with tools.
2. **Normal Cleaning-** Press handle release pedal once. Use for most household floor cleaning tasks.
3. **Low Cleaning-** With the vacuum in normal cleaning position, press handle release pedal again. Use for reaching under low furniture such as tables, chairs and beds.

Transporting cleaner

To move your vacuum from room to room, put the handle in the upright position, tilt the vacuum back on its rear wheels and push forward.

The vacuum can also be moved by using the carry handle.

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Operations

Special tools

Your vacuum is not only a powerful carpet and rug vacuum cleaner, it's also a versatile above floor vacuum cleaner when you select one of the special tools.

1. Raise handle to upright position.
2. Remove hose from hose wand base.
3. Attach one of the tools by firmly pushing it onto the hose. Be sure the hose and tool fit together by twisting tightly.

   Dusting Brush: Use on furniture or upholstery.

   Crevice Tool: Use in tight, narrow spaces.

Power cord

1. To use your vacuum, remove the cord and plug it into an electrical outlet. For your convenience, there is a quick release cord wrap for easy cord removal. There is also a cord clip that is part of the upper handle where you can attach the cord when vacuuming.
2. When you are finished cleaning, turn the vacuum cleaner off.
3. Unplug power cord by grasping the plug (NOT the cord) and disconnect from outlet.
4. Loop power cord around cord wraps on back of vacuum cleaner. Be sure to first return the quick release cord wrap back to its original position before wrapping cord.
5. Clip molded plug to power cord to secure.

NOTICE:
While vacuuming, certain carpets and low humidity conditions may generate small static discharges. The discharges are entirely harmless and are not associated in any way with the main power supply.

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NOTICE:
For above floor cleaning, the floor brush will continue to rotate but is raised above the floor. To prevent carpet damage, do not lean on the vacuum, let vacuum tilt forward or side to side.

Maintenance and care

To maximize your cleaning performance and extend the life of your vacuum, it is very important that you empty your dirt container and check and clean your filters frequently. Perform the following maintenance steps

1. Empty the dirt container when the dirt reaches the "full" line on the dirt container, or more frequently, to prevent overfills. For best performance, empty after each use.
2. Check the foam motor filter and the HEPA media filter* at least once a month; clean or replace as needed.
3. The HEPA media filter* should be replaced if machine performance is noticeably declining. More or less frequent replacing may be required based on individual vacuuming habits and types of debris picked up.

⚠ WARNING:
To reduce the risk of electric shock, turn power switch OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting checks.

Tip:
For maximum cleaning performance, check and clean or replace all filters as suggested.

Emptying dirt container

The dirt container should be emptied before the dirt reaches the "full" line on the dirt container.

1. Unplug the vacuum from electrical outlet.
2. Slide the Lock 'n Seal lever to the "unlock" position.
3. Grasp handle and pull the dirt container straight out to remove from the vacuum.
4. Empty dirt into garbage container.
   NOTE: Emptying the dirt container after every use will help prevent over filling and ensure that the vacuum is ready to go the next time you clean

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*The Filter Media, not the vacuum as a whole, complies with the High Efficiency Particulate Air (HEPA) filter specification (EN 1822-1:2009).

Cleaning the foam motor and HEPA media filter*

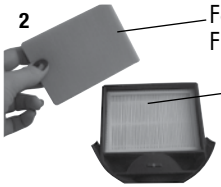
1. Unplug the vacuum from electrical outlet.
2. The foam motor filter protects the motor from dirt particles. It is located in the slide out tray underneath the dirt container. If the filter becomes dirty, pull out the tray, lift out the foam filter and clean it.

   NOTE: The foam motor filter may be hand washed in cold water with mild detergent. Rinse well and air dry thoroughly before replacing.
3. The HEPA media filter* is a H13 filter, which assists in the filtration process to return clean air to the room. It is located beneath the foam motor filter in the slide out tray housed underneath the dirt container. If the filter becomes dirty, remove the tray, remove and replace with a new HEPA media filter*.

   NOTE: The HEPA media filter* is a white, pleated filter. This filter is NOT washable and must be replaced when it becomes dirty

⚠ WARNING:
Do not operate cleaner with damp or wet filters or without all filters in place.

NOTICE:
This product is intended for household use only and not for commercial or industrial use. Vacuuming of dust from products like plaster, concrete or ashes will damage the motor and void the warranty.



Thermal Protector

An internal thermal protector has been designed into your vacuum to protect it from overheating. When the thermal protector activates, the vacuum motor will stop operating. If this happens:

1. Turn the vacuum OFF and unplug from electrical outlet.
2. Empty the dirt container, check filters and air passages for dirt accumulation.
3. The thermal protector automatically resets after approximately one hour. If the thermal protector does not reset, call BISSELL Consumer Services.

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Check rotating floor brush and drive belt

You should check your vacuum cleaner's rotating floor brush and drive belt regularly for wear or damage. You should also clean the brush and brush ends of strings, hair and carpet fibers. This type of debris can wrap around the brush and hamper its ability to effectively clean your carpet. Also remove any debris that has accumulated under the brush cover.

⚠ WARNING:
To reduce the risk of injury from moving parts, turn the power switch OFF and disconnect plug from electrical outlet.

1. Unplug the vacuum from electrical outlet.
2. Place handle in low position and turn vacuum cleaner over so bottom side is facing up.
3. Remove the five screws in the brush cover as shown. Lift off the brush cover.
4. Grasp rotating floor brush at both ends and lift.
5. Clean strings, hair and other debris from rotating floor brush, paying particular attention to brush ends.
6. Clean strings, hair and other debris from motor pulley and drive belt areas.
7. Check drive belt carefully for wear, cuts, or stressed areas.
8. Check air passageway for obstructions. Remove debris from this area.
9. When finished cleaning, reposition floor brush and drive belt. Replace the brush cover and secure with all five screws.

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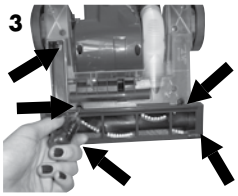

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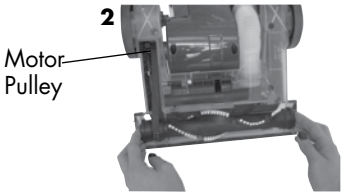
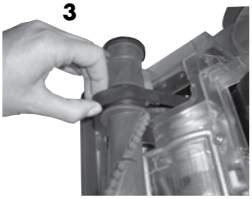
Replace drive belt

1. Unplug the vacuum from electrical outlet.
2. With rotating floor brush removed from vacuum cleaner (refer to page 10, steps 1-4 of "check rotating floor brush and drive belt"), grasp old drive belt and remove from motor pulley. Discard the old drive belt.
3. Place new drive belt over motor pulley and loop other end over rotating floor brush in the space between the bristles.

   NOTE: It is important that you use only genuine BISSELL replacement belts. Generic belts may not meet the exact specifications required to keep your vacuum operating at its peak performance. The use of unbranded belts could lead to early failure of the vacuum and could void your warranty.
4. Pull the rotating floor brush firmly into position, stretching the drive belt, and place ends of rotating floor brush down into the slots on sides as shown. Alignment of brush ends in slots may be necessary to fully insert the brush.
5. Turn rotating floor brush by hand several times in the direction of motor pulley. If properly installed, drive belt will center itself on rotating brush crown.
6. Replace brush cover and all five screws.





Clearing clogs

Low suction, poor pickup or no suction may be due to a clog in the vacuum cleaner. If you notice a change in the sound of the vacuum motor, check for clogs.

CAUTION: To reduce the risk of injury from moving parts, turn off vacuum cleaner and disconnect power plug from electrical outlet.

1. Turn power switch off. Unplug cleaner from electrical outlet.
2. Empty dirt container.
3. Check upper tank for build up or clogs.
4. If you notice a clog in the upper tank, remove the inner cyclone (see section "cleaning the upper tank" below).
5. Grasp the hose and separate it from the hose wand base. Check for a clog in the base or in the hose itself.
6. Remove the Twist 'n Snap hose from the vacuum by turning to the left. Straighten the hose and unclog with a long, narrow object such as a broom handle.
7. If the clog persists, follow the instructions for "checking the rotating floor brush and drive belt" on page 10 and inspect the passageway for obstructions.

Cleaning upper tank

1. Grasp the inner cyclone and twist to the left until the locking tabs stop the rotation. Pull down from the upper tank to remove it.
2. Wipe out the inside of the upper tank and the inner cyclone with a damp cloth moistened with water or a mild cleaning solution.
3. The inner cyclone may be washed using a mild detergent. Be sure it is completely dry before reassembling.
4. Once cleaning is complete, replace the inner cyclone by sliding it into the upper housing. Line up the inner cyclone by ensuring the tabs on the cyclone are positioned toward the front of the unit. Push the inner cyclone in and rotate it to the right until the locking tabs stop the rotation.

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Troubleshooting

⚠ WARNING:
To reduce the risk of electric shock, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

Vacuum cleaner won't turn

Possible causes	Remedies
1. Power cord not plugged in	1. Check electrical plug
2. Damaged power cord	2. Unplug, check for damage, have cord replaced at an authorized service center if necessary

Vacuum cleaner won't pick up dirt

Possible causes	Remedies
1. Hose not attached to suction opening	1. Grasp quick reach handle and firmly push into the wand base onto the suction opening
2. Crack or hole in hose	2. Check hose and replace if needed
3. Broken or worn drive belt	3. Replace drive belt, see page 11
4. Rotating floor brush bristles worn	4. Replace brush
5. Rotating floor brush jammed	5. Remove brush and clean debris from brush ends
6. Clog in vacuum	6. Follow instructions on page 12 for clearing clogs
7. Dirt container full	7. Empty dirt container
8. Dirt container or upper tank not installed properly	8. Position correctly and lock in place
9. Filters are dirty	9. Check and clean foam motor and HEPA media filters*, see page 9

Visible dirt escaping from cleaner

Possible causes	Remedies
1. Dirt container full	1. Empty dirt container
2. Filters missing or installed incorrectly	2. Check foam motor and Hepa media filters* for correct installation
3. Dirt container installed incorrectly	3. Pull out and re-insert dirt container correctly

Other maintenance or service not included in the manual should be performed by an authorized service representative.

Thank you for selecting a BISSELL product.

Please do not return this product to the store.

*The Filter Media, not the vacuum as a whole, complies with the High Efficiency Particulate Air (HEPA) filter specification (EN 1822-1:2009).

Replacement parts -

Item	Part No.	Part Name
1	203-2166	Dirt Container
2	203-2165	Hose
3	203-2171	Foam Motor Filter
4	203-2172	HEPA Media Filter*
5	203-2164	Crevice Tool
6	203-1527	Dusting Brush/Upholstery Tool

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Warranty - BISSELL PowerGroom™ Compact Dual Cyclonic

This warranty gives you specific legal rights, and you may also have other rights which may vary from country to country. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Services by telephone, or regular post as described below, or contact your local in country distributor.

Limited One Year Warranty

Subject to the *EXCEPTIONS AND EXCLUSIONS identified below, BISSELL Homecare, Inc., will replace (with new or remanufactured components), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for one year any defective or malfunctioning part do to manufacturers defect.

This warranty applies to product used for personal, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters, belts, or brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair or any other use not in accordance with the User's Guide is not covered.

For UK inquiries:

Monday - Thursday 9 am — 5 pm
Friday 9 am — 4 pm

BISSELL Homecare (Overseas) Inc.
Ground Floor
226 Berwick Avenue
Slough
Berkshire, SL1 4QT
United Kingdom
Telephone: 0844-888-6644

For all other inquiries:

Monday - Friday 8 am — 4 pm

BISSELL Homecare, Inc.

P.O. Box 1888
Grand Rapids, Mi 49501 U.S.A
Telephone: 01-616-453-4451
FAX: 01-616-453-1383

BISSELL HOMECARE INC. IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

***EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE LIMITED WARRANTY**

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES EITHER ORAL OR WRITTEN. ANY IMPLIED WARRANTIES WHICH MAY ARISE BY OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE ONE YEAR DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

If your BISSELL product should require service:

Call BISSELL Consumer Services at the numbers below and we will give you the location of a BISSELL Authorized Service Center in your area. For all other countries, contact your local in country distributor for questions, service, or repair.
If you have questions about your warranty or need replacement parts please contact the numbers below.

For UK inquiries:

Monday - Thursday 9 am — 5 pm
Friday 9 am — 4 pm

BISSELL Homecare (Overseas) Inc.
Ground Floor
226 Berwick Avenue
Slough
Berkshire, SL1 4QT
United Kingdom
Telephone: 0844-888-6644

For all other inquiries:

Monday - Friday 8 am — 4 pm

BISSELL Homecare, Inc.

P.O. Box 1888
Grand Rapids, Mi 49501 U.S.A
Telephone: 01-616-453-4451
FAX: 01-616-453-1383

Or visit the BISSELL website - **www.bissell.com**

When contacting BISSELL, have model number of cleaner available.
Please record your Model Number: _____
Please record your Purchase Date: _____

NOTE: Please keep your original sales receipt. It provides proof of purchase date in the event of a warranty claim. See Warranty on page 15 for details.

BISSELL®
Experts In Home Cleaning™

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Part Number 110-4363
Rev 5/11
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